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CONSULTING

AI Readiness Assessment for Small Business

Where does your small business really stand on artificial intelligence? Score it in 10 minutes.

Target Audience: For owners, managers, and team leads who want technology to earn its keep without falling for hype.

> **Welcome: AI Without the Hype**
> You don't need a million-Rand tech budget or a team of computer scientists to benefit from AI. Practical AI for small business is about automating repetitive typing, answering customer WhatsApp messages in 30 seconds, and eliminating 10 to 15 hours of admin friction every week. Be honest as you answer—nobody is marking this but you. — Kamamoja Consulting

How Scoring Works

- 0 Points = Not Yet (Doesn't happen in our business yet)
- 1 Point = Partly (Happens sometimes, but not reliably)
- 2 Points = Yes (Happens consistently as a standard habit)

Dimension 1: Administrative Task Repeatability

#	Diagnostic Question / Benchmark	Score (0, 1, 2)	Notes / Evidence
Q1	We have identified repetitive admin tasks (typing invoices, manual data entry, scheduling) consuming 5+ hours weekly.	[ ]	Evidence...
Q2	We have standardized, written steps or templates for our most frequent daily business workflows.	[ ]	Evidence...
Q3	Staff spend more time serving paying customers than doing manual paperwork and duplicate typing.	[ ]	Evidence...

Dimension 2: Customer Communication & Lead Response Speed

#	Diagnostic Question / Benchmark	Score (0, 1, 2)	Notes / Evidence
Q4	New inquiries received via WhatsApp, email, or web form receive a response within 15 minutes during business hours.	[ ]	Evidence...
Q5	We have an automated greeting or after-hours responder that captures lead details when the office is closed.	[ ]	Evidence...
Q6	Inquiries and customer histories are logged in a central CRM or digital pipeline rather than scattered on staff phones.	[ ]	Evidence...

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Dimension 3: Data Organization & Cloud Hygiene

#	Diagnostic Question / Benchmark	Score (0, 1, 2)	Notes / Evidence
Q7	Our business records (customer lists, price sheets, contracts) are stored in structured cloud folders (Google Drive / OneDrive).	[ ]	Evidence...
Q8	Our customer contact list is organized with accurate names, phone numbers, and purchase histories.	[ ]	Evidence...
Q9	Important business files can be searched, retrieved, and shared by team members within 60 seconds from any device.	[ ]	Evidence...

Dimension 4: Team Readiness & Digital Mindset

#	Diagnostic Question / Benchmark	Score (0, 1, 2)	Notes / Evidence
Q10	Our team is comfortable using cloud-based tools (spreadsheets, messaging, online banking) in daily work.	[ ]	Evidence...
Q11	At least one person on the team is curious about technology and acts as an internal champion for testing tools.	[ ]	Evidence...
Q12	Leadership encourages staff to find smarter, faster ways to work rather than clinging to 'the way we've always done it.'	[ ]	Evidence...

Dimension 5: Practical Use Cases & Pilot Discipline

#	Diagnostic Question / Benchmark	Score (0, 1, 2)	Notes / Evidence
Q13	We know the single biggest operational bottleneck where automating a task would directly save money or unlock sales.	[ ]	Evidence...
Q14	We prefer running small, low-risk 14-day pilots using affordable tools before committing to expensive subscriptions.	[ ]	Evidence...
Q15	When we test a new tool, we measure specific business results (hours saved, inquiries closed) to evaluate ROI.	[ ]	Evidence...

Dimension 6: Cybersecurity, POPIA & Client Privacy

#	Diagnostic Question / Benchmark	Score (0, 1, 2)	Notes / Evidence
Q16	We have strict rules forbidding staff from pasting confidential customer records or bank details into public AI tools.	[ ]	Evidence...
Q17	All business email, cloud accounts, and banking profiles use strong passwords and Two-Factor Authentication (2FA).	[ ]	Evidence...
Q18	We understand our obligations under South Africa's POPIA legislation regarding the lawful protection of client personal data.	[ ]	Evidence...

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Results Summary Table

Assessment Dimension	Your Score	Max Points	Maturity Level
1. Administrative Task Repeatability	_____	6	Strong (5-6) · Developing (3-4) · Priority (0-2)
2. Customer Communication & Lead Response	_____	6	Strong (5-6) · Developing (3-4) · Priority (0-2)
3. Data Organization & Cloud Hygiene	_____	6	Strong (5-6) · Developing (3-4) · Priority (0-2)
4. Team Readiness & Digital Mindset	_____	6	Strong (5-6) · Developing (3-4) · Priority (0-2)
5. Practical Use Cases & Pilot Discipline	_____	6	Strong (5-6) · Developing (3-4) · Priority (0-2)
6. Cybersecurity, POPIA & Client Privacy	_____	6	Strong (5-6) · Developing (3-4) · Priority (0-2)
TOTAL AI READINESS SCORE	_____	36	Find your maturity band below

What Your Score Means

Level 1: 0 – 12 Points: AI Explorer — Most work still runs on manual effort, memory, and paper. Organize your cloud files in Google Drive and standardize quoting before adding AI automations.

Level 2: 13 – 24 Points: AI Pilot-Ready — Solid foundations! You are in the prime sweet spot for rapid ROI automations: automated WhatsApp lead responders and web form pipelines.

Level 3: 25 – 36 Points: AI Scaling Leader — Technology is your competitive advantage. Deploy advanced AI workflows: automated proposal generation and smart inventory alerts.

Turn Your Score into Action: Next Steps with Kamamoja Consulting

A score tells you where you stand. A conversation tells you what to do about it. Book a free, no-obligation 30-minute diagnostic session with out team to review your scores, benchmark against peer businesses, and map your 90-day execution plan.

Schedule Your Free Strategy Session

- Online Booking: Visit https://kamamoja.com/ and click 'Schedule Strategy Session'
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